

THE COUNCIL OF THE CITY OF NEW YORK



Hon. Melissa Mark-Viverito
Speaker of the Council

Hon. Rafael L. Espinal Jr.
Chair, Committee on Consumer Affairs

Report on the Fiscal 2016 Preliminary Budget and the
Fiscal 2015 Preliminary Mayor's Management Report

Department of Consumer Affairs

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Department of Consumer Affairs Overview

The Department of Consumer Affairs (DCA) ensures that New York City's consumers and businesses benefit from a fair and vibrant marketplace. DCA licenses nearly 80,000 businesses in 55 industries and performs onsite inspections to ensure compliance with license regulations, weights and measures regulations, and the New York City Consumer Protection Law. DCA mediates and resolves individual consumer complaints, obtains restitution for consumers, and brings litigation and enforcement actions against repeat violators to halt deceptive advertising and trade practices. Through press releases and press conferences, public awareness campaigns, community outreach, public hearings, the 311 Customer Service Center, its website, and publications, DCA educates the public and businesses about their rights and responsibilities. DCA is tasked with enforcing the Paid Sick Leave Law. The agency educates New York City employers and employees about the law through extensive outreach and resolves complaints through mediation and prosecution to ensure that New York City workers get time off to take care of themselves and their families.

Fiscal 2016 Preliminary Budget Highlights

<i>Dollars in Thousands</i>	2013	2014	2015	Preliminary Plan		*Difference
	Actual	Actual	Adopted	2015	2016	2015 - 2016
Spending						
Personal Services	\$18,814	\$20,409	\$23,476	\$24,996	\$26,259	\$2,783
Other Than Personal Services	8,472	12,065	12,072	16,431	13,597	1,526
Total	\$27,286	\$32,474	\$35,548	\$41,427	\$39,856	\$4,309

**The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.*

The City's Fiscal 2016 Preliminary Budget is \$77.7 billion, \$2.7 billion more than the Fiscal 2015 Adopted Budget of \$75.0 billion. City funds (City tax and non-tax revenues) total \$56.9 billion, up \$2.14 billion from \$54.8 billion in the Adopted Budget. For DCA, the Fiscal 2016 Preliminary Budget stands at \$39.9 million (including City and Non-City funds), approximately 0.05 percent of the City's total budget. This budget includes \$6.5 million in new needs and \$1.1 million in other adjustments and is \$4.3 million higher than the Fiscal 2015 Adopted Budget of \$35.5 million.

The key actions in the proposed budget include:

- Earned Income Tax Credit (EITC) Expansion.** DCA contracts with non-profit organizations that provide tax preparation assistance to low-income New Yorkers and help them capture income boosting tax credits such as the EITC. This was a privately funded pilot program in Fiscal 2014 that will be expanded to assist more New Yorkers. The Department added \$2.9 million in Fiscal 2015 for the EITC expansion. This grows to \$3.6 million in Fiscal 2016, and \$4.3 million in Fiscal 2017 and 2018. Funding was granted to launch a multifaceted public awareness campaign about the EITC and to increase access to free, efficient, and safe tax preparation to help more low-income New Yorkers file their taxes and claim the EITC. In Fiscal 2015 \$750,000 is allocated for outreach efforts and the remaining \$2.1 million goes to the non-profit organizations for providing the service.
- Transit Tax Credit Benefit Enforcement.** The Department added \$1.4 million in Fiscal 2015. Funding was also added in the outer years, albeit at a slightly lower amount of \$785,000 in Fiscal 2016 through 2018. In Fiscal 2015, 11 new positions were created.

\$357,500 of the \$1.4 million in funding for Fiscal 2015 is for the 6 month salaries of the new hires. The remaining amount covers all Other Than Personal Services (OTPS) spending including expenses for the outreach campaign, general office supplies and services, and enforcement vehicles among other expenses.

- **IT Training Staff.** The Department will fund \$132,000 of new needs in IT Training Staff in Fiscal 2016 through 2019 - an increase of \$12,000 from the Fiscal 2015 Adopted Budget of \$120,000. The funding will be used for the salaries of the two trainers hired to maintain the agency's *Accela* training program. This includes updating instructional content and materials for system enhancements and design changes, continuously assessing and tailoring trainings to support employees' ongoing educational needs, and for overall process improvement, customer satisfaction and operational efficiency.
- **Lease Adjustment.** The Department added \$148,212 in Fiscal 2016 through 2019 to lease the 3rd floor of 42 Broadway to accommodate the growing headcount.
- **Office of Financial Empowerment (OFE) Staffing.** The Department added \$132,927 in Fiscal 2015. This grows to \$231,300 in Fiscal 2016 to 2019. The funding will be used to hire a Director of Outreach and two Program Officers. The Director of Outreach will be responsible for developing outreach plans for major agency initiatives with a particular focus on services offered by the OFE including financial counseling, free tax preparation, and banking access among others. The Program Officers will be responsible for maintaining and expanding the current OFE programs as well as identifying new partnerships to widen OFE's portfolio of services.
- **Small Business First.** The Department added \$294,712 in Fiscal 2015. This grows to \$1.5 million in Fiscal 2016 and \$884,080 in Fiscal 2017 through 2019. Funding will be used for 13 new positions to carry out the City's Small Business First Initiatives. The newly hired employees will work with sister agencies to create a one-stop business center, develop and conduct employee customer service trainings, streamline licenses and permits, provide financial counseling services to business owners, translate City regulations into an easy-to-understand language and format for businesses, and increase the availability of key materials in other languages so non-English speaking business owners have the information they need to comply with City laws. The OTPS budget includes funding for general supplies and services, translations, plain language interpretations, and customer service training.
- **DC37 Collective Bargaining Increase.** The Department added \$590,965 in Fiscal 2015. This grows to \$924,082 in Fiscal 2016, \$1.4 million in Fiscal 2017 and \$1.4 million in Fiscal 2018. The City of New York reached a contract agreement with DC37, the City's largest public employee union, providing 10 percent in raises over seven years and a \$1,000 ratification bonus for those eligible employees. Payments began, retroactively, from March 3, 2010 and will expire on July 2, 2017. Funding in Fiscal 2015 was provided to the agency's budget to cover back-pay expenses and salary increments resulting from DC37 contractual increases for general staff.
- **ITCS Consultant-PS.** The Department added \$40,309 in Fiscal 2015. An intra-city agreement between DCA and the Department of Buildings was set up in order to transfer funding to pay for a DCA employee who will perform services for DOB for 6 months.
- **COLA Award 2014-2015.** The Department added \$150,240 in Fiscal 2015. Funding is for Tobacco Enforcement as part of the annual Cost of Living Adjustment payments. These funds

are for expenditures associated with the recruitment and retention of staff and/or other critical non-personal service costs.

Financial Summary

DCA Financial Summary						
<i>Dollars in Thousands</i>	2013	2014	2015	Preliminary Plan		*Difference
	Actual	Actual	Adopted	2015	2016	2015 - 2016
Spending						
Personal Services	\$18,814	\$20,409	\$23,476	\$24,996	\$26,259	\$2,783
Other Than Personal Services	8,472	12,065	12,071	16,431	13,597	1,526
TOTAL	\$27,286	\$32,474	\$35,548	\$41,427	\$39,856	\$4,309
Budget by Program Area						
Adjudication	\$2,558	\$2,807	\$3,030	\$3,312	\$3,350	\$320
Administration	5,328	5,762	6,438	6,515	6,650	211
Licensing/Enforcement	10,928	11,840	14,008	15,169	16,260	2,251
Other Than Personal Services	8,472	12,065	12,071	16,431	13,597	1,526
TOTAL	\$27,286	\$32,474	\$35,548	\$41,427	\$39,856	\$4,309
Funding						
City Funds			\$31,600	\$37,259	\$35,954	\$4,354
State			2,027	2,208	1,983	(44)
Intra City			1,921	1,960	1,920	(2)
TOTAL	\$27,286	\$32,474	\$35,548	\$41,427	\$39,856	\$4,309
Budgeted Headcount						
Full-Time Positions - Civilian	292	348	392	435	435	43
TOTAL	292	348	392	435	435	43

*The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.

For DCA, the Fiscal 2016 Preliminary Budget includes \$39.9 million in Fiscal 2016 (including City and Non-City funds). Positions increased by 43, between the release of the Fiscal 2015 Adopted Budget and the Fiscal 2016 Preliminary Budget.

The headcount increases are allocated in the following manner:

- 11 new positions for the implementation and enforcement of NYC's Affordable Transit Act,
- 13 new positions to extend DCA's public services to prospective one-stop business centers in support of the City's Small Business First Initiative,
- 15 new positions to convert full time equivalent (FTE) employees from a per diem pay status to full time pay status, and as such they are full-time positions that do not include additional funding,
- 3 new positions within Office of Financial Empowerment, and
- 1 new State-funded position for the NYS Petroleum Product Quality Program.

The increase of \$4.3 million from the Adopted Budget can be attributed mostly to the increase of 43 full time positions, the EITC Expansion, and collective bargaining increases.

Contract Budget

DCA Fiscal 2016 Preliminary Contract Budget				
Category	Fiscal 2015 Adopted	Number of Contracts	Fiscal 2016 Preliminary	Number of Contracts
Contractual Services General	\$570,654	1	\$147,000	1
Security Services	59,429	2	59,429	2
Temporary Services	20,000	1	20,000	1
Training Programs for City Employees	6,185	1	6,185	1
Professional Services: Other	2,075	1	2,075	1
Maintenance & Repair General	1,614	1	0	0
Data Processing Equipment	482	1	0	0
TOTAL	\$660,439	8	\$234,689	6

The City's Contract Budget totals \$12.4 billion in Fiscal 2016, an increase of \$437.9 million or 3.7 percent when compared to the Fiscal 2015 Adopted Budget of \$11.9 billion. The Department's Contract Budget totals \$234,689 in Fiscal 2016, a decrease of \$425,750 or 181 percent when compared to the Fiscal 2015 Adopted Budget of \$660,439. The decline in the category of Contractual Services General from \$570,654 in Fiscal 2015 Adopted Budget to \$147,000 in Fiscal 2016 Preliminary Budget is due to the end of contracts for outreach coordinators and marketing consultants who had been hired to raise awareness in the first year of the Paid Sick Leave Law.

Miscellaneous Revenue

DCA Fiscal 2016 Preliminary Budget for Miscellaneous Revenue						
<i>Dollars in Thousands</i>						
Revenue Source	2013 Actual	2014 Actual	2015 Adopted	Preliminary Plan		*Difference 2015-2016
				2015	2016	
Licenses, Permits and Franchises	\$19,477	\$20,598	\$17,405	\$17,405	\$17,178	(\$227)
Charges for Services	1,303	1,495	1,166	1,166	1,224	58
Fines and Forfeitures	16,000	15,863	10,535	10,535	9,300	(1,235)
Miscellaneous	292	306	215	215	215	0
TOTAL	\$37,072	\$38,262	\$29,321	\$29,321	\$27,917	(\$1,404)

DCA is a revenue-generating agency and the majority of its income is derived from licenses, permits, and franchise fees. DCA plans to collect approximately \$27.9 million from various miscellaneous revenue sources in Fiscal 2016. DCA is on a track for a \$5 million reduction in fines collected during Fiscal 2015 through the implementation of 24 reforms to ease burdensome fines so that businesses can reinvest money back into their businesses.

Program Areas

Adjudication

DCA's Adjudication program area conducts hearings, levies fines, and collects penalties resulting from violations of laws and regulations over which the Department has jurisdiction. This program area includes the following divisions: Collections, Settlement Unit, and Adjudication.

Adjudication						
<i>Dollars in Thousands</i>	2013 Actual	2014 Actual	2015 Adopted	Preliminary Plan		*Difference 2015 - 2016
				2015	2016	
Spending						
Personal Services						
Additional Gross Pay	\$73	\$89	\$42	\$42	\$42	\$0
Amounts to be Scheduled	0	0	0	5	8	8
Full-Time Salaried - Civilian	2,284	2,370	2,882	3,230	3,265	383
Overtime - Civilian	99	186	36	36	36	0
Unsalariated	103	161	70	0	0	(70)
Subtotal	\$2,558	\$2,807	\$3,030	\$3,312	\$3,350	\$320
TOTAL	\$2,558	\$2,807	\$3,030	\$3,312	\$3,350	\$320
Funding						
City Funds			\$3,030	\$3,312	\$3,350	\$320
TOTAL	\$2,558	\$2,807	\$3,030	\$3,312	\$3,350	\$320
Budgeted Headcount						
Full-Time Positions - Civilian	43	46	58	64	64	6
TOTAL	43	46	58	64	64	6

**The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.*

The six additional positions are not new hires per se. Four of the positions are full time equivalent (FTE) employees transferred from a per diem pay status to full time pay status. The remaining two positions represent transfers from the Enforcement/Licensing to the Adjudication program area as part of the implementation of the Cure Legislation.

The Department's Fiscal 2016 Preliminary Budget includes almost \$3.4 million for Adjudication, \$320,000 more than planned in the Fiscal 2015 Adopted Budget. The \$320,000 increase comprises of \$98,320 for collective bargaining increases, \$8,607 for the DC37 Managerial raises, \$109,212 for the FTE to full time transfer, and \$104,000 for the two Cure positions transfer.

Administration

DCA's Administration program area includes spending for operations, staffing, budgeting, materials management, and other internal administrative services. It includes Executive Staff, Data Analysis & Planning, Human Resources, Agency Services, Finance, General Services, General Counsel, Consumer Services, External Affairs, Communication & Marketing, and Information Technology.

Administration						
<i>Dollars in Thousands</i>	2013 Actual	2014 Actual	2015 Adopted	Preliminary Plan		*Difference 2015 - 2016
				2015	2016	
Spending						
Personal Services						
Additional Gross Pay	\$90	\$222	\$70	\$70	\$70	\$0
Amounts to be Scheduled	0	0	0	5	8	8
Full-Time Salaried - Civilian	4,394	4,735	5,987	6,404	6,556	569
Overtime - Civilian	224	224	36	36	15	(21)
P.S. Other	2	(0)	0	0	0	0
Unsalaries	617	581	345	0	0	(345)
Subtotal	\$5,328	\$5,762	\$6,438	\$6,515	\$6,650	\$211
TOTAL	\$5,328	\$5,762	\$6,438	\$6,515	\$6,650	\$211
Funding						
City Funds			\$6,438	\$6,515	\$6,650	\$211
TOTAL	\$5,328	\$5,762	\$6,438	\$6,515	\$6,650	\$211
Budgeted Headcount						
Full-Time Positions - Civilian	57	77	78	81	81	3
TOTAL	57	77	78	81	81	3

*The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.

The Department's Fiscal 2015 Preliminary Budget includes \$6.7 million for Administration, up slightly from the \$6.4 million in Fiscal 2015 Adopted Budget. This change reflects various small changes, including 3 new full time equivalent (FTE) positions transferred from a per diem status to full time status.

Performance Measures

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Total docketed complaints	4,610	3,907	3,853	*	*	1,449	1,239
Restitution Awarded (\$000)	5,486	7,223	3,588	4,500	4,500	1,319	1,485
Resolved consumer complaints	4,622	3,800	3,873	*	*	1,458	1,134
Complaints processed - Within 0-20 days (%)	60%	50%	52%	40%	40%	47%	45%
Within 21-50 days (%)	40%	50%	47%	50%	50%	53%	54%
Within 51-90 days (%)	0%	0%	1%	5%	5%	0%	1%
Median complaint processing time (days)	17	21	20	28	28	21	22
Mediated complaints resolved to the satisfaction of the business and customer (%)	55%	53%	55%	55%	55%	52%	55%

DCA continues to perform very well with regards to complaints. For the fourth year in row, the agency was able to process most consumer complaints within 50 days, although the median complaint processing time rose to 22 days in the first four months of Fiscal 2015 compared to 21 days in the same period last year. DCA did better with mediated complaints being resolved to the satisfaction of the business and customer, which increased from 52 percent to 55 percent, over the same period between Fiscal 2014 and Fiscal 2015.

Licensing/Enforcement

DCA's Licensing/Enforcement program area oversees the Department's licensing enforcement and consumer services operations. Tasks range from the issuance of licenses to the regulatory and statutory enforcement of 55 different license categories, including the certification of weighing & measuring devices, and providing restitution to consumers through the mediation of complaints. This program area includes the following divisions: Licensing, Legal & Regulatory Compliance, Transit Benefits, Paid Sick Leave, and Office of Financial Empowerment.

Licensing/Enforcement						
<i>Dollars in Thousands</i>	2013	2014	2015	Preliminary Plan		*Difference
	Actual	Actual	Adopted	2015	2016	2015 - 2016
Spending						
Personal Services						
Additional Gross Pay	\$237	\$234	\$210	\$205	\$205	(\$5)
Amounts to be Scheduled	0	0	0	20	31	31
Fringe Benefits	0	0	545	577	577	32
Full-Time Salaried - Civilian	9,499	10,352	12,639	14,260	15,339	2,700
Overtime - Civilian	402	456	112	107	107	(5)
Unsalaries	790	799	501	0	0	(501)
Subtotal	\$10,928	\$11,840	\$14,008	\$15,169	\$16,260	\$2,251
TOTAL	\$10,928	\$11,840	\$14,008	\$15,169	\$16,260	\$2,251
Funding						
City Funds			\$10,654	\$11,840	\$12,931	\$2,277
State			1,810	1,784	1,784	(26)
Intra City			1,544	1,544	1,544	0
TOTAL	\$10,928	\$11,840	\$14,008	\$15,169	\$16,260	\$2,251
Budgeted Headcount						
Full-Time Positions - Civilian	192	225	256	290	290	34
TOTAL	192	225	256	290	290	34

*The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.

The Department's Preliminary Budget includes \$16.3 million in Fiscal 2016 for licensing and enforcement, a \$2.3 million increase from the Fiscal 2015 Adopted Budget of \$14 million. The \$2.3 million increase includes \$715,000 for 11 positions to implement and enforce the Affordable Transit Act; \$546,698 for collective bargaining increases; and \$701,000 for 13 new positions for the City's Small Business First Initiative.

The 36 new positions¹ breakdown is as follows:

- 11 positions to implement and enforce NYC's Affordable Transit Act,
- 13 positions created to extend DCA's public services to prospective one-stop business centers in support of the City's Small Business First Initiative,

¹ The net change in this program area is an increase of 34 positions, as the 36 new positions are offset with a loss of 2 CURE employees transferred from this program area to the Adjudication program area.

- 8 full-time equivalent (FTE) positions transferred from a per diem pay status to full time pay status,
- 1 Director of Outreach,
- 2 Program Associates within the Office of Financial Empowerment, and
- 1 position is State funded for the NYS Petroleum Product Quality Program.

Performance Measures

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Licensing Law compliance rate (%)	94%	93%	93%	90%	90%	92%	95%
Consumer Protection Law - refund and receipt compliance rate (%)	80%	80%	81%	80%	80%	78%	91%
Weights and Measures Law compliance rate - gasoline pumps (%)	95%	97%	99%	98%	98%	99%	99%
Weights and Measures Law compliance rate - fuel trucks (%)	73%	80%	78%	80%	80%	81%	74%
Inspected stores complying with tobacco regulations (%)	91%	91%	92%	86%	86%	93%	93%
Decisions issued in 30 days or less (%)	99%	94%	95%	90%	90%	97%	97%
Number of fines collected within 45 days of assessment (%)	82%	84%	81%	80%	80%	80%	82%
Basic license application - Average processing time (days)	5	2	3	5	5	2	3
Licensing Center wait time (min)	13	11	16	15	15	21	7

DCA's licensing center served nearly 30,000 customers during the first four months of Fiscal 2015, with an average wait time of only seven minutes. This is significantly lower than the 21 minute average wait time during the first four months of Fiscal 2014, when the agency was transitioning to a new licensing system. DCA issued basic license applications within an average of three days of receipt, better than the target of five days, but less efficiently than the two days it achieved in the first four months of Fiscal 2014.

DCA continued to provide timely decisions on hearings. During the first four months of Fiscal 2015, the agency issued 97 percent of its decisions within 30 days or less of a hearing. DCA has stated that it is committed to reducing onerous fines on small businesses for violations that do not adversely affect customers, while educating businesses on what they can expect during an inspection. Hence, rather than immediately issuing a violation to a business for missing a refund policy or providing an incomplete receipt, DCA instead issued an oral warning and informed the business on how to become compliant with the law. As a result, the total number of violations issued by the agency decreased by almost sixty percent from 8,403 last year, to 3,397 this year and the compliance rate on refund and receipt inspections climbed from 78 percent to 91 percent as warnings replaced some summons.

Other than Personal Services (OTPS)

DCA's OTPS spending is for purchasing supplies, materials, and other services required to support the Department's operations.

Other Than Personal Services						
<i>Dollars in Thousands</i>	2013	2014	2015	Preliminary Plan		*Difference
	Actual	Actual	Adopted	2015	2016	2015 - 2016
Spending						
Personal Services						
Contractual Services	\$966	\$1,043	\$658	\$964	\$233	(\$426)
Contractual Services - Professional Services	0	0	2	0	2	0
Fixed & Misc. Charges	6	24	1	4	1	0
Other Services & Charges	6,660	9,401	10,156	14,417	12,356	2,200
Property & Equipment	197	681	122	72	122	0
Supplies & Materials	643	916	1,133	975	884	(249)
Subtotal	\$8,472	\$12,065	\$12,071	\$16,431	\$13,597	\$1,526
TOTAL	\$8,472	\$12,065	\$12,071	\$16,431	\$13,597	\$1,526
Funding						
City Funds			\$11,478	\$15,591	\$13,023	\$1,545
State			217	424	199	(18)
Intra City			377	416	375	(2)
TOTAL	\$8,472	\$12,065	\$12,071	\$16,431	\$13,597	\$1,526

*The difference of Fiscal 2015 Adopted Budget compared to Fiscal 2016 Preliminary Budget.

The Department's Fiscal 2016 Preliminary Budget includes \$13.6 million for Other Than Personal Services, \$1.5 million more than the Fiscal 2015 Adopted Budget of \$12.1 million. This change reflects a number of minor alterations to this program area's budget.

Appendix A: Budget Actions in the November and the Preliminary Plans

<i>Dollars in Thousands</i>	FY 2015			FY 2016		
	City	Non-City	Total	City	Non-City	Total
DCA Budget as of the Adopted 2015 Budget	\$31,600	\$3,948	\$35,548	\$28,321	\$3,948	\$32,269
New Needs						
Earned Income Tax Credit Expansion	\$2,858	\$0	\$2,858	\$3,627	\$0	\$3,627
Transit Tax Credit Benefit Enforcement	1,418	0	1,418	785	0	785
IT Training Staff	0	0	0	132	0	132
Lease Adjustment	0	0	0	148	0	148
Office of Financial Empowerment Staffing	133	0	133	231	0	231
Small Business First	295	0	295	1,539	0	1,539
Subtotal New Needs	\$4,704	\$0	\$4,704	\$6,463	\$0	\$6,463
Other Adjustments						
COLA Award 2014-2015	\$0	\$150	\$150	\$0	\$0	\$0
DC 37 Collective Bargaining Increase	591	0	591	924	0	924
ITCS Consultant-PS	0	40	40	0	0	0
MOU-DCA	0	(2)	(2)	0	(2)	(2)
NYS LGRMIF Grant	0	75	75	0	0	0
OTPS Adjustment	81	0	81	0	0	0
PS Adjustments	189	0	189	246	0	246
Technical Adjustment	94	0	94	0	0	0
Tobacco Funding Decrease	0	(44)	(44)	0	(44)	(44)
Increase Funding	0	1	1	0	0	0
Subtotal Other Adjustments	\$955	\$220	\$1,176	\$1,170	(\$46)	\$1,124
Total All Changes	\$5,659	\$220	\$5,879	\$7,633	(\$46)	\$7,587
DCA Budget as of the Preliminary 2016 Budget	\$37,258	\$4,168	\$41,426	\$35,954	\$3,902	\$39,856

Appendix B: Fiscal 2015 Mayor's Management Report Performance Measures

DCA Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Total docketed complaints	4,610	3,907	3,853	*	*	1,449	1,239
Resolved consumer complaints	4,622	3,800	3,873	*	*	1,458	1,134
Complaints processed - Within 0-20 days (%)	60%	50%	52%	40%	40%	47%	45%
- Within 21-50 days (%)	40%	50%	47%	50%	50%	53%	54%
- Within 51-90 days (%)	0%	0%	1%	5%	5%	0%	1%
Median complaint processing time (days)	17	21	20	28	28	21	22
Mediated complaints resolved to the satisfaction of the business and consumer (%)	55%	53%	55%	55%	55%	52%	55%
Restitution awarded (\$000)	5,486	7,223	3,588	4,500	4,500	1,319	1,485
Total inspections	76,848	74,029	73,035	*	*	N/A	20,951
Total violations issued	24,835	23,326	19,888	*	*	8,403	3,397
Licensing Law compliance rate (%)	94%	93%	93%	90%	90%	92%	95%
Consumer Protection Law - refund and receipt compliance rate (%)	80%	80%	81%	80%	80%	78%	91%
Weights and Measures Law compliance rate - gasoline pumps (%)	95%	97%	99%	98%	98%	99%	99%
Weights and Measures Law compliance rate - fuel trucks (%)	73%	80%	78%	80%	80%	81%	74%
Inspected stores complying with tobacco regulations (%)	91%	91%	92%	86%	86%	93%	93%
Decisions issued in 30 days or less (%)	99%	94%	95%	90%	90%	97%	97%
Total settlements (\$000)	8,707	9,270	9,395	*	*	3,199	2,007
Number of fines collected within 45 days of assessment (%)	82%	84%	81%	80%	80%	80%	82%
Basic license application - Average processing time (days)	5	2	3	5	5	2	3
License applications received online (%)	23%	27%	19%	*	*	26%	18%
License Center wait time (minutes)	13	11	16	15	15	21	7
Business educated through direct outreach	N/A	11,217	34,865	*	*	N/A	N/A
Financial Empowerment Center clients - Percent achieving measurable success (%)	N/A	37%	39%	*	*	N/A	N/A
Total debt reduced (\$000) (cumulative)	7,049	12,409	19,457	*	*	14,713	21,234
Total savings accumulated (\$) (cumulative)	870,297	2,217,807	3,022,463	*	*	2,409,094	3,132,633
Bank accounts opened	N/A	N/A	2,745	*	*	N/A	N/A
Tax returns filed through citywide Tax Credit Campaign	N/A	N/A	96,611	*	*	N/A	N/A
Average customer in-person wait time (minutes)	14	12	16	17	17	N/A	N/A
Completed customer requests for interpretation	2,022	1,611	2,536	*	*	N/A	N/A
CORE customer experience rating (0-100)	83	86	94	83	83	N/A	N/A
Percent meeting time to first action - Consumer Complaint - Exchange/Refund/Return (4 days)	100%	97%	70%	98%	98%	95%	83%
Percent meeting time to first action - Consumer Complaint - False Advertising (4 days)	99%	97%	69%	98%	98%	92%	87%
Percent meeting time to first action - Consumer Complaint - Non-Delivery Goods/Services (4 days)	99%	96%	71%	98%	98%	94%	84%

DCA Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Percent meeting time to first action - Consumer Complaint - Overcharge (4 days)	98%	96%	71%	98%	98%	95%	86%
Percent meeting time to first action - DCA / DOHMH New License Application Request - General Street Vendor License (7 days)	100%	92%	92%	98%	98%	91%	95%

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